

## **ATTACHMENT F: PERFORMANCE MATRIX**

### **PERFORMANCE MEASUREMENTS**

I. From date of contract award, there will be an annual Performance Evaluation to determine the Performance Level rating the contractor has earned for each period of performance.

The Performance Levels Rating are:

- |                       |      |
|-----------------------|------|
| 1. Excellent (E)      | >90% |
| 2. Good (G)           | >75% |
| 3. Unsatisfactory (U) | <75% |

2. The contractor will not be able to earn any Award Term extensions during the first year of this contract nor will the contractor be penalized during the first year of this contract, regardless of the Performance Level Rating they received from the USPTO.

3. Beginning with the second year of the contract, the contractor will be given the opportunity to earn additional Award Terms (contract extensions). Award Terms will only be awarded if the contractor receives a majority rating of Excellent (90%) for all option periods.

4. All earned Award Terms are subject to the availability of subsequent fiscal year funding and continuation of a valid contract requirement, and the successful negotiation of each award term price proposal.

The USPTO and the contractor shall evaluate the following performance criteria on a monthly basis. Rating of performance incentives does not relieve the contractor of its responsibilities under the contract.

Category	Description	Rating
<b>1. Timeliness</b>		
	All moves completed within the agreed upon time frame.	
	Less than 100% of all moves are completed within agreed upon time frames.	
<b>2. Quality      Damaged to equipment or property</b>		
	There is no damage to items moved.	
	Damage occurs to items being moved.	
<b>3. Quality      Damage to building or building equipment</b>		
	There is no damage to the building and/or building equipment	
	Minimal damage occurred to the building or building equipment and the damage was corrected within five business days of receiving report of damage.	
	Minimal damage to the building or building equipment was not corrected within five days of the report of damage or damage to the building or equipment is considered more than minimal	
<b>4. Professionalism of management and staff:</b> Professionalism includes, but is not limited to: management and manpower responsiveness, conformance with contract conditions, timeliness and accuracy of contract paperwork, adequate manpower provided, equipment provided in good working order, manpower provided on-time, accuracy of initial placement of items, maintaining good customer relations.		
	Demonstrated professionalism in all aspects	
	Demonstrated customary professionalism	
	Occasional or consistent lack of professionalism	

Comments:

Contracting Officer Technical Representative

Date